

## **I.S. TECHNICIAN SUPERVISOR**

### **DISTINGUISHING FEATURES**

The fundamental reason the I.S. Technician Supervisor position exists is to provide direct supervision of the ongoing daily activities and operation of the Helpdesk, PC repair shop, and field support personnel. Exercises direct supervision over I.S. Technicians and Sr. I.S. Technicians. Work is performed under general supervision of the Enterprise Director.

### **ESSENTIAL FUNCTIONS**

Plans, organizes and directs the work of the IS technicians in the Information Systems department.

Observes, trains, mentors, coaches and supervises the IS Tech team to develop them into a high-performing team.

Collects and analyzes data in order to make recommendations in a report form to management.

Communicates orally and in writing with customers regarding service requests.

Assists the Helpdesk and Tech Support personnel in resolving technical issues that they are unable to resolve themselves.

Establishes and maintains effective working relationships with co-workers, managers and other City employees.

Perceives and interprets customer needs and translates them into effective solutions and operational policy.

Analyzes and identifies problems, then formulates procedures to reduce their reoccurrence.

Moves objects weighing approximately 30 pounds for short distances to deliver computer equipment to various work sites.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills and Abilities:**

##### Knowledge of:

Windows NT and Microsoft office products.

Research methods and techniques.

Data communications security and privacy techniques.

Principles of business system analysis, including the analysis of procedures, equipment, and methods.

I.S. processes, regulations, codes, ordinances and terminology.

Thorough working knowledge of MS Windows, UNIX, and TCP/IP network environments.

##### Ability to:

Analyze, interpret, and present research findings.

Analyze specifications and instructions to develop appropriate systems and programs.

Prepare design specifications.

Conceive a variety of solutions to functional problems and to reduce abstract ideas to easily understood procedures.

Understand database organization access and retrieval technique.

Debug new and existing programs.

**Education & Experience**

Any combination of training, education and experience that is equivalent to a bachelor degree in computer information systems, computer science or a related field and four years of recent experience in Information Systems with two years in a responsible supervisory position is required. Recent, direct experience in the PC support background environment emphasis in Windows NT, Microsoft Office, Helpdesk software in a LAN/WAN environment is essential to this position.

FLSA Status: Exempt

HR Ordinance Status: Unclassified